



M Majeur

By email only to request-566287-ad0356e5@whatdotheyknow.com

05 June 2019

Dear M Majeur,

FREEDOM OF INFORMATION ACT 2000 – 019-234 Internal Review

I write further to your request, received by us on 28th May 2019, that we conduct an internal review into our decision dated 28th May 2019 (“**Initial Decision**”) regarding your request for information submitted on 4th April 2019 (“**Request for Information**”).

You asked, in your Request for Information, that we provide the following information:

“1. Please can you provide the estimated cost of hiring a new member of professional services (permanent) staff.

2. Please can you specify for the past 5 years the annual staff turnover rates in each of the professional services divisions.”

In our Initial Decision we notified you that we do not hold the information requested in limb 1 and provided you with information in respect of limb 2, although partially redacted due to the exemption contained in section 40(2) of the Freedom of Information Act 2000 (**FOIA**).

As requested by you, we have conducted an Internal Review of your Request for Information pursuant to our internal review procedure. The outcome of our Internal Review is as follows:

We uphold our Initial Decision

The reasons for this are as follows:

Your request for an internal review is based on the assertions that a) not all Professional Services divisions were included in the information that we provided to by reference to a website, and b) you do not think it is unreasonable to request the estimated cost of hiring a new employee.

The information that was provided to you in respect of limb 2 of your Request for Information was drawn from our HR systems and is UCL’s official record

University College London, Gower Street, London WC1E 6BT
Tel: +44 (0)20 7679 1650 Fax: +44 (0)20 7679 2009
www.ucl.ac.uk/efd/recordsoffice/

for this information. The website that you quote is not up to date and that is why the divisions listed in the information provided in response to your request does not match that on the website.

In respect of the first limb of your Request for Information, while you may not consider information on the cost of hiring new members of staff to be unreasonable, we do not hold that information. FOIA does not require that we create new information in order to respond to a request. As such, we are unable to provide the information requested in limb 1 of your Request for Information.

We have now reconsidered your Request for Information under our internal review procedure. Should you remain dissatisfied with the handling of your request, you can make a complaint to the Information Commissioner:

Information Commissioner's Office:
Wycliffe House
Water Lane
Wilmslow
SK9 5AF

Telephone 01625 545700
www.ico.gov.uk

Yours sincerely,



Fiona Ryland
Chief Operations Officer
University College London
Gower Street, London WC1E 6BT